



**The National Small Industries Corporation Limited**  
**(A Government of India Enterprise)**  
**NSIC Bhawan, Okhla Industrial Estate,**  
**New Delhi-110020**

**Date: 08.05.2025**

**Corrigendum – 3: Extension of Date of Submission of Proposal, Corrections / improvements in the RFP clauses and Reply to the pre-bid queries.**

**Refer GeM Bid No. - GEM/2025/B/6123016**

**RFPs for Request for Proposal for Selection of Agency for Implementation of TEAM Initiative and Up-grading & Managing Digital Commerce of MSME Global Mart**

This is for attention of all the prospective bidders who intend to participate in the above-mentioned RFPs published on 08<sup>th</sup> April, 2025 on GeM portal.

- The bid submission end date has been extended to **19-05-2025 15:00hrs.**
- The PBG mentioned as 10% on page no. 47 of 84 and Annexure 14 on -page no., 80 of 84 of the RFP may be read as **5%.**
- The clause under Technical Bid Evaluation on page no. 56 of 84 “The Bidder should have a positive Net Profit (Profit after Tax) in any 2 FY out of last 3 Financial Years i.e., 2020-21, 2021-22, 2022-23”, may be read as **“The Bidder should have a positive Net Profit (Profit after Tax) in any 2 FY out of last 3 Financial Years i.e., 2021-22, 2022-23 and 2023-24”.**
- In the **“Price Schedule for Up-grade of MSME Global Mart Portal – II”** on page 75 of 84, the bidder should mention the percentage in column ‘Y’ and accordingly, mention the Amount calculated in column ‘Z’ against the percentage quoted in column ‘Y’ for calculating the amount.
- The clause for Helpdesk on page 25 of 84 of RFP **“The Helpdesk operating six days in a week”** may be read as **“The Helpdesk operating seven days in a week”.**
- The clause 10 for Eligibility Criteria (Pre-Qualification) on page 18 of 84 and clause 7 for Technical Bid Evaluation page 57 of 84 of RFP **“The Bidder should have minimum 50 IT technical manpower (BE/B. Tech (Computer Science / IT) / MCA or equivalent with minimum 3 years of post-qualification experience in IT Industry) and MBA or equivalent with minimum 3 years of post-qualification experience working on roll as on date of submission of Bid (only regular employees on payroll of the bidder). CA Certificate as per format enclosed at Annexure -11 Copy of ECR of EPFO for preceding month to be submitted as a proof”** may be read as **“The bidder must have a minimum team of 50 personnel on their payroll on the date of bid submission. Team must have both type of personnel i.e. technically qualified having BE/B.Tech/MCA or equivalent degree holders for development of portal & its management with at least 3 years of post-qualification experience in the IT industry and MBAs or**

equivalent degree holders for managing the business with a minimum of 3 years of post-qualification experience.

**CA Certificate as per format enclosed at Annexure -11”.**

- The timelines on page no. 45 of 84 for up-grading & managing digital commerce of MSME Global Mart comprising of Discovery & Matchmaking Platform, B2B & B2C transactional e-Commerce Portal including SNP, Value- added Services and Mobile App may be read as under:

#	Activity	Timelines T is the date of Award of Order
1	Conducting As-Is, To-Be Study and Submission of As-Is & To-Be Report + Stakeholder consultations	T + 5 Weeks
2	Project Kick-Off & Resource Mobilization	T + 6 Weeks
3	Defining Software Requirement Specifications (SRS) & Submission to NSIC, Finalization of Page Designs for different modules & Features	T + 12 Weeks
4	Revenue generation plan in consultation with NSIC	T + 13 Weeks
<b>Phase - I</b>		
5	First Review of Application having <b>Discovery &amp; Matchmaking Platform (A)</b> including data migration	T + 22 Weeks
6	Final Review & Hosting of Application on Staging Server & Testing	T + 24 Weeks
7	Security Audit, Test Run & De-Bugging	T + 28 Weeks
8	Hosting on Production Server	T + 29 Weeks
9	Start of <b>Business Operation of Phase - I</b>	T + 30 weeks and onwards
<b>Phase - II</b>		
10	First Review of Application having <b>B2B &amp; B2C transactional e-Commerce Portal including SNP (B) and Mobile App (D) of Phase - I</b>	T + 28 Weeks
11	Final Review & Hosting of Application on Staging Server & Testing	T + 32 Weeks
12	Security Audit, Test Run & De-Bugging	T + 34 Weeks
13	Hosting on Production Server	T + 35 Weeks
14	Start of <b>Business Operation of Phase – II</b> and launch of <b>Mobile App (D) of Phase - I</b>	T + 36 weeks and onwards
<b>Phase - III</b>		
15	First Review of Application having <b>Value- added Services (C) and Mobile App (D) of Phase - II</b>	T + 34 Weeks
16	Final Review & Hosting of Application on Staging Server & Testing	T + 38 Weeks
17	Security Audit, Test Run & De-Bugging	T + 40 Weeks
18	Hosting on Production Server	T + 41 Weeks
19	Start of <b>Business Operation of Phase – III</b> and launch of <b>Mobile App (D) of Phase - II</b>	T + 42 weeks and onwards
<b>Phase - IV</b>		
20	First Review of Application having <b>Mobile App (D) of Phase - III</b>	T + 40 Weeks
21	Final Review & Hosting of Application	T + 44 Weeks
22	Final launch of <b>Mobile App (D) of all Phases</b>	T + 45 weeks and onwards

Reply to Pre-bid queries w.r.t. RFP for Selection of Agency for Implementation of TEAM Initiative and Up-grading & Managing Digital Commerce of MSME Global Mart

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
1	Eligibility Criteria	3.2 Eligibility Criteria (Pre-Qualification) Page 17 of 84	<p>The Bidder (consortium members jointly in case of Consortium) should have executed similar work in any Central/State Government/ PSUs/ Nationalized Banks/Reputed Organizations during the last 5 financial years (i.e., 2019-20 to 2023-24) and current financial year as on date of bid submission as per following: -</p> <p>1. Three similar completed services each costing not less than the amount equal to Rs. 6.5 Crores; or</p> <p>2. Two similar completed services each costing not less than the amount equal to Rs. 8 Crores; or</p> <p>3. One similar completed service costing not less than the amount equal to Rs. 13 Crores.</p> <p>Mandatory documentary evidence to be Submitted Documentary evidence such as Work Order/PO/ Agreement along with Completion certificate from the client for completed projects. The bidder is required to provide the reference / contact details of the executed projects. (As per format at Annexure – 10).</p>	<p>Kindly Amend the clause as below: -</p> <p>The Bidder (consortium members jointly in case of Consortium) should have executed similar work in any Central/State Government/ PSUs/ Nationalized Banks/Reputed Organizations during the last 5 financial years (i.e., 2019-20 to 2023-24) and current financial year as on date of bid submission as per following: -</p> <p>1. Three similar completed services each costing not less than the amount equal to Rs. 5 Crores; or</p> <p>2. Two similar completed services each costing not less than the amount equal to Rs. 7 Crores; or</p> <p>3. One similar completed service costing not less than the amount equal to Rs. 9 Crores. Mandatory documentary evidence to be Submitted Documentary evidence such as Work Order/PO/Agreement along with Completion Certificate for completed projects. The bidder is required to provide the reference / contact details of the executed projects. (As per format at Annexure – 10).</p>	-	As per RFP
2	Eligibility Criteria	3.2 Eligibility Criteria (Pre-Qualification) Page 18 of 84	<p>The Bidder (any member in case of consortium) should possess following valid certificates as on date of bid submission.</p> <ul style="list-style-type: none"> <li>• CMMi Level- 3 issued by accredited bodies and</li> <li>• ISO 9001:2015 for Quality Management System issued by accredited agencies.</li> </ul>	<p>Kindly Amend the clause as below</p> <p>The Bidder (any member in case of consortium) should possess following valid certificates as on date of bid submission.</p> <ul style="list-style-type: none"> <li>• CMMi Level- 5 issued by accredited bodies and</li> <li>• ISO 9001:2015 for Quality Management System issued by accredited agencies.</li> </ul>	-	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
3	Eligibility Criteria	3.2 Eligibility Criteria (Pre-Qualification) Page 18 of 84	The Bidder should have minimum 50 IT technical manpower (BE/B.Tech (Computer Science / IT) / MCA or equivalent with minimum 3 years of post-qualification experience in IT Industry) and MBA or equivalent with minimum 3 years of post-qualification experience working on roll as on date of submission of Bid (only regular employees on payroll of the bidder).	Kindly Amend the clause as below The Bidder should have minimum 500 IT technical manpower (BE/B.Tech (Computer Science / IT) / MCA or equivalent with minimum 3 years of post-qualification experience in IT Industry) and MBA or equivalent with minimum 3 years of post-qualification experience working on roll as on date of submission of Bid (only regular employees on payroll of the bidder).	-	As per corrigendum 3
4	Bid submission date Extension	1 (GEM NIT Document)	Tender Due Date: 29.04.2025	To comply with the tender conditions, its scope and to work out the commercial aspect of the business model, we humbly request the department to kindly extend the due date till 12.05.2025	The tender due date to be extended till 12.05.2025	Please refer corrigendum - 3
5	Bid submission date Extension	1 of GEM Bid	Bid End Date/Time: 29.04.2025	Keeping in mind to comply with the Technical and Commercial aspect of the project, we hereby requested the department to kindly extend the due date for 15 days i.e. till 14 May 2025	Bid End Date/Time: 14.05.2025	Please refer corrigendum - 3
6	Bid submission date Extension	-	-	-	Extend the due date by 15 days	Please refer corrigendum - 3
7	Bid submission date Extension	GeM Bid Document, Bid Details Table, Row No 1	Bid End Date/Time: 29-04-2025 15:00:00	-	Request you to kindly extend the Bid Submission Deadline by 3 weeks for scouting best possible Techno-Commercial Proposal. Bid End date may please be considered as 20-May-2025	Please refer corrigendum - 3
8	Bid submission date Extension	Page Point 9 8	Last Date of Submission of Bid	Request to extend the deadline as pre bid is on 21st April and we will need to send EMD physically.	-	Please refer corrigendum - 3

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
9	Bid submission date Extension	-	-	-	extension of at least 15 days for the bid submission deadline, i.e., <b>until 15.05.2025</b>	Please refer corrigendum - 3
10	Bid submission date Extension	-	-	-	Extension of 10 (ten) days	Please refer corrigendum - 3
11	Bid submission date Extension	-	-	-	Extension of 14 days	Please refer corrigendum - 3
12	Bid submission date Extension	GEM NIT Page No.: 1	Bid End Date/Time: 29- 04-2025 15:00:00	In reference to this clause, we request you to extend the bid submission date for atleast 3 weeks from last date of bid submission. As after the clarification and corrigendum bidder will get more clarity on cope and will be able to propose fully compliant solution	-	Please refer corrigendum - 3
13	Contract Duration	Page 43	"Revenue sharing model" initially for a period of 03 years.	We recommend to make it 5 years as it takes time initially so for the benefit of vendor	-	As per RFP
14	Contract Duration	Page 2 >2>14	03 years and further extendable for 02 years		We would suggest to keep the contract duration to minimum 5 years rather than 3 plus 2 extendable years	As per RFP
15	Contract Duration	Page 2 > Clause 14	Contract duration is 3 years, extendable by 2 more years.		We propose revising the contract period to a minimum of 5 years to ensure adequate ROI and long-term commitment from the vendor.	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
16	Eligibility Criteria	18 (clause no. 10 of NSIC RFP)	The Bidder should have minimum 50 IT technical manpower (BE/B. Tech (Computer Science / IT) / MCA or equivalent with minimum 3 years of post-qualification experience in IT Industry) and MBA or equivalent with minimum 3 years of post-qualification experience working on roll as on date of submission of Bid (only regular employees on payroll of the bidder).	We humbly request the department to kindly waive off the clause for requirement for all technical personnel to be on direct payroll be reconsidered which might not be mandatory, keeping in mind the nature of technology and project which involves manpower of various domain to work on the same. Additionally, CA certificate to this proof should not be made mandatory and HR letter to support the same should also be considered.	The bidder must have a minimum of 50 qualified technical personnel. Bidder's HR Certificate as per format attached will be considered.	As per corrigendum 3
17	Eligibility Criteria	Page no. 18 clause no. 10	The Bidder should have minimum 50 IT technical manpower (BE/B. Tech (Computer Science / IT) / MCA or equivalent with minimum 3 years of post-qualification experience in IT Industry) and MBA or equivalent with minimum 3 years of post-qualification experience working on roll as on date of submission of Bid (only regular employees on payroll of the bidder). CA Certificate as per format enclosed at Annexure - 11 Copy of ECR of EPFO for preceding month to be submitted as a proof.	The software industry largely operates through outsourced manpower due to the vast range of technologies and specialized skills required for various projects. Therefore, it may not be feasible for every company to maintain all such expertise inhouse. In this context, we kindly submit that having all professionals on the company's direct payroll should not be made a mandatory requirement.	The bidder must have a minimum of 50 qualified technical personnel, holding either a BE/ B.Tech / MCA or equivalent qualification with at least 3 years of post-qualification industry experience, or an MBA or equivalent degree with a minimum of 3 years of relevant post-qualification experience. The bidder is required to submit an HR Self Certification confirming compliance, as per the format provided in Annexure – 11.	As per corrigendum 3
18	Eligibility Criteria	Page No. 18 clause no. 3.2 and Page No. 58 clause no. 10.3	Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business.	As this is an IT and software-centric project, we respectfully request the department to simplify the definition of "Similar Works" to clearly refer to IT related projects. This will help avoid any ambiguity for Qualification criteria compliance. The primary objective is to ensure that bidders are capable of fulfilling the Scope of Work as outlined in the tender, and a clear definition aligned with the nature of the project will support this goal.	Similar work' Implies IT projects.	As per RFP
19	Eligibility Criteria	Past Experience from similar works */8a	The bidder (Lead member in case of Consortium) must have at least Three years' experience as on 31st March, 2024, of providing similar work to	As per the given clause, our query is regarding the meaning of 'reputed organization.' Most companies, including ours, have private sector experience	It is suggested that you consider private work orders from reputed corporates as those from reputed organizations	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
			Central/State Government/ PSUs/ Nationalized Banks/ Reputed Organizations.			
20	Eligibility Criteria		The Bidder (consortium members jointly in case of Consortium) should have executed similar work in any Central/State Government/ PSUs/ Nationalized Banks/Reputed Organizations during the last 5 financial years (i.e., 2019-20 to 2023-24) and current financial year as on date of bid submission as per following: - 1. Three similar completed services each costing not less than the amount equal to Rs. 6.5 Crores; or 2. Two similar completed services each costing not less than the amount equal to Rs. 8 Crores; or 3. One similar completed service costing not less than the amount equal to Rs. 13 Crores.	As per given clause, value of work order is too high.	Our suggestion is the value of the work order exceeds the permissible limit if treated as a consolidated amount	As per RFP
21	Eligibility Criteria	17 of 84 clause no. 6	The Bidder / Consortium members jointly (in case of Consortium) should have average annual financial turnover (Revenue from Operations as per audited annual accounts) of at least Rs. 5 Crore in last three financial years, i.e., 2021- 22, 2022-23 and 2023- 24.	We hereby would request the department to kindly consider the recently passed 31 March 2025 i.e. FY 24-25 based on the provision figures and to this effect CA certificate and unaudited balance sheet can be provided. Please clarify and amend	The Bidder / Consortium members jointly (in case of Consortium) should have average annual financial turnover (Revenue from Operations as per audited annual accounts) of at least Rs. 5 Crore in last three financial years, i.e., 2021-22, 2022-23 2023- 24 or provisional figures of 24-25 certified by CA can also be considered	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
22	Eligibility Criteria	18 of 84 clause no. 10	The Bidder should have minimum 50 IT technical manpower (BE/B. Tech (Computer Science / IT) / MCA or equivalent with minimum 3 years of post-qualification experience in IT Industry) and MBA or equivalent with minimum 3 years of post-qualification experience working on roll as on date of submission of Bid (only regular employees on payroll of the bidder). CA Certificate as per format enclosed at Annexure - 11 Copy of ECR of EPFO for preceding month to be submitted as a proof	The project being a software centric project and involves outsourced manpower for developmental purpose on project to-project basis. Hence the department should delete the said clause or amend the clause accordingly.	The Bidder should have minimum 50 technical manpower with hands on experience in the industry for last 3 years. Certificate duly signed by the Bidders HR is acceptable	As per corrigendum 3
23	Eligibility Criteria	Clause 3.2, Eligibility Criteria (Pre-Qualification), Sr Nbo 6, Pg 17	Qualification Criteria: Average Annual Turnover (Revenue from Operations as per audited annual accounts) from similar works *: Details: a) The Bidder / Consortium members jointly (in case of Consortium) should have average annual financial turnover (Revenue from Operations as per audited annual accounts) of at least Rs. 5 Crore in last three financial years, i.e., 2021-22, 2022-23 and 2023-24. ....	The Estimated Cost of the Project as derived from EMD approximates at Rs. 25+ Cr. The turnover criteria of Rs. 5 Cr for project with this estimate seems undervalued as per PPP. May please clarify.	We request you to kindly raise the criteria to Rs. 50 Cr which will cap the suitable bidders as per RFP Budgetary	As per RFP
24	Eligibility Criteria	Page 47	PBG is 10% of the Order Value, so how the order value will be derived as it is revenue sharing?	would it be calculated based on forecasted revenue given on page no. 43	-	As per corrigendum 3

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
25	Eligibility Criteria	Clause 3.2, Sr. No. 8(b), Page 17-18	The Bidder (consortium members jointly in case of Consortium) should have executed similar work in any Central/State Government/ PSUs/ Nationalized Banks/Reputed Organizations during the last 5 financial years (i.e., 2019-20 to 2023-24) and current financial year as on date of bid submission as per following: - 1. Three similar completed services each costing not less than the amount equal to Rs. 6.5 Crores; or 2. Two similar completed services each costing not less than the amount equal to Rs. 8 Crores; or 3. One similar completed service costing not less than the amount equal to Rs. 13 Crores.	Request for a relaxation of the value threshold for the criteria related to past experience	We respectfully request the department to relax the past experience criteria. This relaxation will increase participation in the bid.	As per RFP
26	Eligibility Criteria	3.2, Experience Criteria	-	As a startup, can we submit international work orders for experience criteria in the absence of Indian government project experience?	Request consideration of international projects for experience.	As per RFP
27	Eligibility Criteria	17	<b>Eligibility Criteria (Pre-Qualification), Point-6:</b> Certificate to this effect by Chartered Accountant mentioning turnover from Similar works (CA Certificate with UDIN & FRN / seal) of the bidder should be submitted by the bidder and all members of consortium (in case of consortium) along with submission of audited Financial Statements (including auditors report, annexures, notes on accounts, accounting policy, etc.) for concerned FY.	In PQ it is mentioned turnover should be from similar services but in Technical Qualification Criteria it is mentioned that turnover should be from IT related services for obtaining the maximum marks i.e. 10 Marks for > 50 Cr	Request you to kindly amend the Pre-Qualification Clause as: - Certificate to this effect by Chartered Accountant mentioning turnover from Similar works IT Related services (CA Certificate with UDIN & FRN / seal) of the bidder should be submitted by the bidder and all members of consortium (in case of consortium) along with submission of audited Financial Statements (including auditors report, annexures, notes on accounts, accounting policy, etc.) for concerned FY.	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
28	Eligibility Criteria	17	" <b>Eligibility Criteria (Pre-Qualification), Point-7:</b> Certificate to this effect by Chartered Accountant mentioning turnover from Similar works (CA Certificate with UDIN & FRN / seal) of the bidder should be submitted by the bidder and all members of consortium (in case of consortium) along with submission of audited Financial Statements (including auditors report, annexures, notes on accounts, accounting policy, etc.) for concerned FY."		Request you to please amend the clause as: Certificate to this effect by Chartered Accountant mentioning turnover from Similar works IT Related services (CA Certificate with UDIN & FRN / seal) of the bidder should be submitted by the bidder and all members of consortium (in case of consortium) along with submission of audited Financial Statements (including auditors report, annexures, notes on accounts, accounting policy, etc.) for concerned FY.	As per RFP
29	Eligibility Criteria	56-57	The Sole Bidder or Lead Member and /or consortium members jointly (in case of Consortium) should have executed projects for any Central/State Government/ Govt. undertakings/ UT's/ Autonomous Bodies/ Reputed Organisation in India during the current financial year and last 5 financial years (i.e., 2019-20 to 2023-24) as per following:• For Cumulative Projects worth more than or equal to Rs. 13 Crores to Rs. 25 Crore (Inclusive of GST) – 20 Marks• For Cumulative Projects worth more than Rs. 26 Crore to Rs. 50 Crore (inclusive of GST) – 22 Marks.• For Cumulative Projects worth more than Rs. 50 Crore (Inclusive of GST) – 25 Marks.		Request you to please amend the clause as:• For Cumulative Projects worth more than or equal to Rs. 10 Crores to Rs. 15 Crore (Inclusive of GST) – 20 Marks• For Cumulative Projects worth more than Rs. 16 Crore to Rs. 21 Crore (inclusive of GST) – 22 Marks.• For Cumulative Projects worth more than Rs. 21 Crore (Inclusive of GST) – 25 Marks.	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response																				
30	Eligibility Criteria	Page 17, 56	Eligibility Criteria – Clause 9 (Accreditations) & Technical Evaluation (Clause 10.3)	<p>The clause mandates CMMI Level 3 certification. However, if there is a provision for additional marking or weightage under technical evaluation for higher certifications such as CMMI Level 5, we request that this be removed to maintain a level playing field. CMMI Level 3 is a widely accepted industry benchmark for quality maturity and sufficient to meet the project's scope and complexity.</p> <table border="0"> <tr> <td>Clause</td> <td>10.3,</td> <td>sub</td> <td>point</td> <td>3-</td> </tr> <tr> <td>CMMi</td> <td>level</td> <td>3:</td> <td>4</td> <td>Marks</td> </tr> <tr> <td>CMMi</td> <td>level</td> <td>4:</td> <td>5</td> <td>Marks</td> </tr> <tr> <td>CMMi</td> <td>level</td> <td>5:</td> <td>6</td> <td>Marks</td> </tr> </table>	Clause	10.3,	sub	point	3-	CMMi	level	3:	4	Marks	CMMi	level	4:	5	Marks	CMMi	level	5:	6	Marks	We request that any additional technical marking or preference linked to CMMI Level 5 be removed and CMMI Level 3 be accepted as fully compliant, without any scoring disadvantage.	As per RFP
Clause	10.3,	sub	point	3-																						
CMMi	level	3:	4	Marks																						
CMMi	level	4:	5	Marks																						
CMMi	level	5:	6	Marks																						
31	Eligibility Criteria	Page 17	<b>Eligibility Criteria – Clause 8(b): Past Performance from Similar Works</b>	The clause states that the Sole Bidder or Consortium members must have "executed" similar projects during the current and last five financial years, with documentary evidence such as Work Orders, Agreements, or Completion Certificates. We request clarification on whether the term "executed" includes ongoing projects (with substantial implementation and performance proof) or only fully completed ones.	Kindly confirm if ongoing projects (with verifiable milestones such as work orders and performance certificates) shall be considered as "executed" under this criterion or if only completed projects are eligible.	As per RFP																				
32	Eligibility Criteria	3.2. 8(a) EligibilityCriteria	Mandatory documentary evidence to be Submitted Documentary evidence such as Work Order/PO/ Agreement along with Completion certificate from the client for completed projects. The bidder is required to provide the reference / contact details of the executed projects.(As per format at Annexure – 10).	Request you to please consider Order / PO/ Agreement CA Certificate / GST Invoice as proof completion	Documentary evidence such as WO/ PO/ agreements, and completion certificates issued by the client / CA must be provided for each completed project. The bidder is also required to submit reference / contact details for the executed projects.(As per format at Annexure – 10)	As per RFP																				

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
33	Eligibility Criteria	3.2. 8(b) Eligibility Criteria	Details Documentary evidence such as Work Order/PO/ Agreement along with Completion certificate from the client for completed projects. The bidder is required to provide the reference / contact details of the executed projects. (As per format at Annexure – 10).	Request you to please consider Order / PO/ Agreement CA Certificate / GST Invoice as proof completion	Documentary evidence such as WO/ PO/ agreements, and completion certificates issued by the client / CA must be provided for each completed project. The bidder is also required to submit reference / contact details for the executed projects. (As per format at Annexure – 10)	As per RFP
34	Eligibility Criteria	3.2. Eligibility Criteria - *Similar Work	* 'Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business.	Request you to please add Digital Marketing in the similar works clause	* 'Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business/ Digital/ Media Strategies	As per RFP
35	Eligibility Criteria	3.2 Eligibility Criteria (Pre-Qualification) Point No. 8 (a) Pg No. 17	Past Experience from similar works *: The bidder (Lead member in case of Consortium) must have at least Three years' experience as on 31st March, 2024, of providing similar work to Central/State Government/ PSUs/ Nationalized Banks/ Reputed Organizations. 'Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business	In reference to this clause, request to consider experience from ULB/schedule commercial banks/ public listed companies.	-	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
36	Eligibility Criteria	3.2 Eligibility Criteria (Pre-Qualification) Point No. 8 (b)Pg No. 17	Past Performance from similar works*: The Bidder (consortium members jointly in case of Consortium) should have executed similar work in any Central/State Government/ PSUs/ Nationalized Banks/Reputed Organizations during the last 5 financial years (i.e., 2019-20 to 2023-24) and current financial year as on date of bid submission as per following: -1. Three similar completed services each costing not less than the amount equal to Rs. 6.5 Crores; or2. Two similar completed services each costing not less than the amount equal to Rs. 8 Crores; or3. One similar completed service costing not less than the amount equal to Rs. 13 Crores. 'Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business	In reference to this clause, request to consider experience from private banks and private organizations. And the marking criteria as per below:1. Three similar completed services each costing not less than the amount equal to Rs. 1 Crores; or2. Two similar completed services each costing not less than the amount equal to Rs. 2 Crores; or3. One similar completed service costing not less	-	As per RFP
37	Eligibility Criteria	3.2 – 10 Technical Strength of Bidder Company	The Bidder should have minimum 50 IT technical manpower (BE/B.Tech (Computer Science / IT) / MCA or equivalent with minimum 3 years of post-qualification experience in IT Industry) and MBA or equivalent with minimum 3 years of post-qualification experience working on roll as on date of submission of Bid (only regular employees on payroll of the bidder). CA Certificate as per format enclosed at Annexure – 11 Copy of ECR of EPFO for preceding month to be submitted as a proof.	In reference to supporting document the EPFO is not mandatory hence a list of employees duly signed by HR and Director of company can be provided.	-	As per corrigendum 3
38	Eligibility Criteria	3. INSTRUCTION TO THE BIDDERS (ITB), Page No.10	i) Consortium of Bidders is allowed to participate with up to 3 members.	We request the removal of this clause. Generally, consortiums are formed when diverse expertise is needed. However, this work pertains to software development, so we request that you allow only a single bidder	-	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
39	Eligibility Criteria	3.2 Eligibility Criteria (Pre-Qualification) Average Annual Turnover (Revenue from Operations as per audited annual accounts) from similar works*	a) The Bidder / Consortium members jointly (in case of Consortium) should have average annual financial turnover (Revenue from Operations as per audited annual accounts) of at least Rs. 5 Crore in last three financial years, i.e., 2021-22, 2022-23 and 2023- 24. b) In case of consortium, Lead Member should have minimum 50% of the above average annual Turnover requirement. c) In case of consortium, each member other than lead member should meet at least 25% of Turnover criteria.	We would like to request you please increase turnover amount so that only capable bidder can participate. Please modify this clause as below: The Bidder should have average annual financial turnover (Revenue from Operations as per audited annual accounts) of at least Rs. 75 Crore in last three financial years, i.e., 2021-22, 2022-23 and 2023- 24.	-	As per RFP
40	Eligibility Criteria	3.2 Eligibility Criteria Sl. No. 8 (a) Page No.17	The bidder (Lead member in case of Consortium) must have at least Three years' experience as on 31st March 2024, of providing similar work to Central / State Government / PSUs / Nationalized Banks/ Reputed Organizations.	We would request to consider changing the definition of Similar Experience and consider COTs implementation projects as well to attract more healthy competition.	'Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business/COTS.	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
41	Eligibility Criteria	3.2 Eligibility CriteriaSl. No. 8 (b)Page No.17	The Bidder (consortium members jointly in case of Consortium) should have executed similar work in any Central/State Government/ PSUs/ Nationalized Banks/Reputed Organizations during the last 5 financial years (i.e., 2019-20 to 2023-24) and current financial year as on date of bid submission as per following: -1. Three similar completed services each costing not less than the amount equal to Rs. 6.5 Crores; or2. Two similar completed services each costing not less than the amount equal to Rs. 8 Crores; or3. One similar completed service costing not less than the amount equal to Rs. 13 Crores.	We would request to consider changing the definition of Similar Experience and consider COTs implementation projects as well in order to attract more healthy competition.Also we would request to allow projects with minimum value of 2 Cr so that the range of competing bidders can increase.	1. 'Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business /COTS.2. The Bidder (consortium members jointly in case of Consortium) should have executed similar work in any Central/State Government/ PSUs/ Nationalized Banks/Reputed Organizations during the last 5 financial years (i.e., 2019-20 to 2023-24) and current financial year as on date of bid submission as per following: A. Three similar completed services each costing not less than the amount equal to Rs. 2 Crores; orB. Two similar completed costing not less than the amount equal to Rs. 5 Crores; orC. One similar completed service costing not less than the amount equal to Rs. 10 Crores	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
42	Eligibility Criteria	10.3 Technical Evaluation Sl. No. 5 Page No. 56	The Sole Bidder or Lead Member and /or consortium members jointly (in case of Consortium) should have executed projects for any Central/State Government/ Govt. undertakings/ UT's/ Autonomous Bodies/Reputed Organisation in India during the current financial year and last 5 financial years (i.e., 2019-20 to 2023-24) as per following:• For Cumulative Projects worth more than or equal to Rs. 13 Crores to Rs. 25 Crore (Inclusive of GST) – 20 Marks• For Cumulative Projects worth more than Rs. 26 Crore to Rs. 50 Crore (inclusive of GST) – 22 Marks.• For Cumulative Projects worth more than Rs. 50 Crore (Inclusive of GST) – 25 Marks.	We would request to consider changing the definition of Similar Experience and consider COTs implementation projects as well in order to attract more healthy competition.	'Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business/COTS	As per RFP
43	Eligibility Criteria	10.3 Technical Evaluation Sl. No. 6 Page No. 57	<ul style="list-style-type: none"> <li>• Number of Projects is equal or more than 1 upto 5: 11 Marks</li> <li>• Number of Projects is more than 5 upto 10: 13 Marks</li> <li>• Number of Projects more than 10: 15 Marks</li> </ul>	We would request to consider changing the definition of Similar Experience and consider COTs implementation projects as well in order to attract more healthy competition.	'Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business/ COTS.	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
44	Eligibility Criteria	17-18	The Bidder (consortium members jointly in case of Consortium) should have executed similar work in any Central/State Government/ PSUs/ Nationalized Banks/Reputed Organizations during the last 5 financial years (i.e., 2019-20 to 2023-24) and current financial year as on date of bid submission as per following: -1. Three similar completed services each costing not less than the amount equal to Rs. 6.5 Crores; or2. Two similar completed services each costing not less than the amount equal to Rs. 8 Crores; or3. One similar completed service costing not less than the amount equal to Rs. 13 Crores.		Please amend this clause as:The Bidder (consortium members jointly in case of Consortium) should have executed similar work in any Central/State Government/ PSUs/ Nationalized Banks/Reputed Organizations during the last 5 financial years (i.e., 2019-20 to 2023-24) and current financial year as ondate of bid submission as perfollowing: -1. Three similar completed/ Ongoing services each costing not less than the amount equal to Rs. 1 Crores; or2. Two similar completed/Ongoing services each costing not less than the amount equal to Rs. 2 Crores; or3. One similar completed/Ongoing servicecosting not less than the amountequal to Rs. 4 Crores.	As per RFP
45	Existing portal	Existing System Clarification	Understanding the baseline functionality is essential for gap analysis and accurate scoping of enhancements.	What are the current features and modules of the existing NSIC Global Mart that the new development will build upon?	-	RFP is clear
46	Existing portal	Existing System Clarification	Integration and extension require full visibility of existing system internals to avoid duplication or tech incompatibility.	Can NSIC provide access to the architecture, tech stack, APIs, and documentation of the existing system?	-	The details will be shared with successful bidder
47	Extension of timelines for implementation	44 & 45 (Clause no. 6a ,6b,6c,6d of NSIC RFP)	Timelines of the Project as per the Scope of work	The department have mentioned certain timelines step wise against Scope of work. However, assuming the nature of the work, your good office is requested to rephrase the timeline and provide us the maximum timeline limit possible.	-	As per the revised timelines in corrigendum - 3

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
48	Extension of timelines for implementation	Page No. 44 & 45 clause no. 6a to 6d	Timelines: 6a. TEAM Initiative: T+15 days 6b. Digital Marketing: T +7 weeks 6c. AI Cataloguing Services: T +13 weeks 6d. Up-grading & managing digital commerce of MSME Global Mart comprising of Discovery & Matchmaking Platform, B2B & B2C transactional e-Commerce Portal: T +29 weeks and onwards	In view of the practical requirements and the scope of development involved in the project, we respectfully propose an extension of the project timeline. This will help ensure thorough execution, quality assurance, and timely delivery of all features as per the tender specifications.	Timelines:6a. TEAM Initiative: T+60 days6b. Digital Marketing: T +13 weeks6c. AI Cataloguing Services: T +26 weeks6d. Up-grading & managing digital commerce of MSME Global Mart comprising of Discovery & Matchmaking Platform, B2B & B2C transactional e-Commerce Portal: T +52 weeks and onwards	As per the revised timelines in corrigendum - 3
49	General	Existing System Clarification	Prior pain points will guide better design decisions and help focus effort where impact is most needed.	What are the known limitations or challenges of the current system that NSIC wants the bidder to address in the extension?	-	As per scope mentioned in the RFP
50	General	Timelines   clause c (6)   Pg no. 25	Activity- Final Review & Hosting of Application on Staging Server & Testing Timeline- T + 11 weeks	Please provide details on the anticipated daily/ monthly user traffic on the platform and the expected number of concurrent users.	-	As per RFP
51	General	-	General Queries	Kindly provide tentative count of total number of users?	-	As per RFP
52	General	-	General Queries	Kindly provide the tentative count of total concurrent users?	-	200
53	General	-	General Queries	Any Active Directory (AD) integration is expected?	-	No
54	General	4.1 Implementation of TEAM Initiative		The link does not work of the guidelines, suggesting to correct it	-	<a href="https://team.msmemart.com/theme/s/msme/scheme/images/pdf/Approved-TEAM-SOP-20-Dec-24.pdf">https://team.msmemart.com/theme/s/msme/scheme/images/pdf/Approved-TEAM-SOP-20-Dec-24.pdf</a>
55	General	1.3.1 > b >ii	Current revenue earning	5 Cr is an average annual income of last 3 years?	-	Its an average for last 3years
56	General	Page 10 > Point ix)	The successful bidder will depute suitable manpower at NSIC Head Office for support & coordination from project start till end of Annual Technical Support (ATS) of the project and manpower must be on the payroll of successful bidder.	Do we have to deploy only project manager onsite or all the resources to be deployed onsite?	-	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
57	General	Page 51	Any financial penalty imposed on NSIC during the contract period due to non-compliance of any guideline shall be borne by the bidder.	Requesting to detail this as any financial penalty cannot be accepted so please include details about the cases and it has to be borne mutually considering revenue sharing model	-	As per RFP
58	General	52, 9.4, Exit Management	-	Will the selected agency be empaneled for other NSIC digital initiatives post-project completion?	Request clarification on empanelment benefits.	Query not related to RFP
59	General	-	-	Kindly clarify, if the department is already having a Mobile app and Website which needs to be enhanced and upgraded or the service provider needs to develop it from scratch.	-	As per RFP
60	General	-	-	Kindly clarify, the onsite manpower required at the department's site would be required for how many months.	-	As per RFP
61	Helpdesk	Clause no. C, ii, Pg no. 26	Telecom connectivity with toll free no. / short code.	Here we assume that toll free no. will be provided by the NSIC. Please confirm if our understanding is correct.	-	NSIC shall provide the toll free no., but the cost for the same shall be borne by the successful bidder along with Telecom infrastructure
62	Helpdesk	Clause no. C, Pg no. 27	The successful Bidder is expected to ramp-up by upto 100% or ramp-down by upto 40% of the operational capacity (minimum 3 seats) within a notice period of 30 days for all sets of agents to handle surges during operational period.	Please clarify that in case of ramp up by 100%, will the rate for resources be increased proportionally according to boq ?	-	As per RFP
63	Helpdesk	Page 26> c) Helpdesk> ii	Telecom connectivity with toll free no. / short code	Will NSIC provide telecom infrastructure for call centre or is it to be provisioned by bidder?	-	NSIC shall provide the toll free no., but the cost for the same shall be borne by the successful bidder along with Telecom infrastructure
64	Helpdesk	4.1 Implementation of TEAM Initiative	Helpdesk	Please let us know Helpdesk function timings - 8x5, 24x7, 16x5, 24x5 etc	-	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
65	Helpdesk	26, 4.1, Call Center	-	Will NSIC provide the toll-free number and connectivity or is the bidder responsible for procurement?	Please clarify ownership of telecom infra.	NSIC shall provide the toll free no., but the cost for the same shall be borne by the successful bidder along with Telecom infrastructure
66	Hosting	Infrastructure & Access	Hosting decisions affect devops, deployment, and performance tuning plans. It also relates to cost and compliance.	Will the current hosting/cloud infrastructure remain, or is the bidder expected to migrate or set up a new environment?	-	Will be decided at the time of final review of application before hosting
67	Hosting	-	General Queries	Will NSIC bear hosting/cloud infrastructure costs, or should bidders factor it in?	-	NSIC shall bear the cost for hosting, rest shall be borne by the successful bidder
68	Hosting	Page 47 >8.2	the successful bidder will bear the cost for any type of licenses, third party services, subscriptions, security solutions, security audit as per CERT-IN guidelines, payment gateway, etc.		We would suggest that third party expenses including hosting security audit, marketing expenses and any other third-party expenses to be borne by NSIC	NSIC shall bear the cost for hosting, rest shall be borne by the successful bidder
69	Hosting	Page 47 > Clause 8.2	The bidder will be responsible for all third-party costs, including licenses, subscriptions, security solutions, audits, and gateways.		We suggest that NSIC bear third-party costs such as hosting, security audits, marketing, and other essential services, to maintain cost-effectiveness and focus on service quality.	NSIC shall bear the cost for hosting, rest shall be borne by the successful bidder

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
70	Hosting	Section 3.2 Eligibility Criteria (Pre-Qualification) Point number 10	Technical Strength of Bidder Company Under Mandatory documentary evidence to be Submitted you have asked for a Copy of ECR of EPFO for preceding month to be submitted as a proof. We would request you to please change this documentary evidence to CA certificate since we are an IT company and most of our employees have Basic salary which is above Rs. 15000 and For employees earning a basic salary above ₹15,000, the EPF scheme becomes voluntary.		We suggest that NSIC bears the server, hardware and manpower cost of the project already associated to manage these subscribed users . As you are aware, the existing registered paid users, generating an annual revenue of approximately 6 crore, will be migrated to the new platform. Given that NSIC does not intend to share any revenue from this existing user base, we believe that covering the associated costs would be a fair arrangement	NSIC shall bear the cost for hosting, rest shall be borne by the successful bidder
71	IPR	Page 52>9>9.2	Ministry of MSME/ NSIC shall have absolute ownership of source code along with intellectual property rights (IPR) and successful bidder shall handover to NSIC the SOURCE CODE of Up-graded MSME Global Mart Portal and Mobile App or any other codes or any document designed for the execution of the scope of the work including but not necessarily limited to: Technical design documents, functional specifications, drawings, blueprints, flow charts, reports, manuals, computer programs/data/configuration, and all other materials and all copies thereof relating in any way to NSIC for this project, on GO-Live of Up-graded MSME Global Mart Portal and Mobile App updated from time to time.		We would recommend license based instead of IP ownership transfer as it takes time for the development and the initial duration is of 3 years	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
72	IPR	Page 52 > Clause 9.2	As per the RFP, NSIC will retain complete ownership of the source code and intellectual property. The successful bidder is required to hand over all developed materials including technical documentation, blueprints, reports, configuration files, and all related assets at the time of Go-Live.	-	We recommend offering a license-based model instead of full IP ownership transfer, considering the extensive development efforts involved. This is especially pertinent given the initial contract period of 3 years.	As per RFP
73	Payment Terms	Page no. 43 clause no. 5b	NSIC will be the owner of all the products / brands / customer base / and revenue generated will be received in NSIC bank account and agreed amount shall be paid to successful bidder on quarterly basis.	Considering that a quarter is a relatively long duration and that payment processing typically involves additional time, we respectfully propose that payments be made on a monthly basis through an Escrow account. This will ensure smoother cash flow and operational continuity for the executing agency.	NSIC will be the owner of all the products / brands / customer base / and revenue generated will be received in NSIC bank account and agreed amount shall be paid to successful bidder on monthly basis in Escrow account. The ownership of all the hardware will be with Bidder.	As per RFP
74	Payment Terms	Clause no. 7 (b), Pg no. 46	Activity - Discovery & Matchmaking Platform Timeline- Revenue shall be shared every quarter, based on the %age quoted in price bid over & above Rs. 6 cr. Earnings	Please clarify that how quarterly payment will be given over & above 6 crs.	-	As per RFP
75	Payment Terms	7. PAYMENT TERMS   Pg no.46	b) For Up-grading & managing digital commerce of MSME Global Mart NSIC will be owner of all the source code/ software/ application/ products / brands/ customer base and the revenue generated will be received in NSIC bank account and agreed amount shall be paid to successful bidder on quarterly basis	As the revenue has been calculated on a yearly basis, we kindly request clarification on how the payment to the successful bidder will be made on a quarterly basis. Please confirm how the quarterly amount will be determined from the annual revenue	-	As per RFP
76	Payment Terms	7. PAYMENT TERMS Page 46 of 84 b) For Up-grading & managing digital commerce of MSME Global Mart	Revenue shall be shared every quarter, based on the % age quoted in price bid on the earnings.	Kindly Amend the Clause as Below 20% along with PO 20% along with SRS 40% Dev Complete 10% on UAT Sign Off 10% Go Live	-	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
77	Payment Terms	7. PAYMENT TERMS	B. For Up-grading & managing digital commerce of MSME Global Mart	As the new requirements functionality is to be determined through discovery phase (T+12) (3 MONTHS), can Service provider give % range of revenue sharing instead of fixed % , Please clarify	-	As per RFP
78	PBG	2 (GEM NIT Document)	EMD and E-PBG	The department is to kindly confirm that EMD exemption will be applicable as per GEM GTC. Also the project being based on revenue sharing model and no risk of the department being involved, we hereby would request the department to kindly waive off the requirement of PBG or levy a nominal charges from the successful bidder in the form of a Bank Guarantee	EMD: Exempted as per GEM GTC e-PBG: To be waived off or nominal charges to be imposed from the successful bidder.	As per RFP
79	PBG	Page no.2 of GEM Tender	ePBG: 5%	As the tender is based on a revenue sharing model, where earnings may fluctuate over time and are not expected to be generated immediately, and considering that the department bears no financial risk in this arrangement, we respectfully request the department to kindly waive off the clause for PBG, since the successful bidder needs to invest highly for the project	ePBG: Not Required	As per RFP
80	PBG	2 of GEM Tender	ePBG: 5%	The tender being a project based on revenue sharing model which might vary from time to time and will not be generated initially and no risk of the department being involved in the process we hereby request the department is requested to kindly accept a nominal charge for the Performance Bank Guarantee	ePBG: INR 2, 00,000	As per RFP
81	PBG	47, 8.1, PBG	-	Is there a provision for stage-wise release of Performance Bank Guarantee based on milestone completion?	Request milestone-based release of PBG.	As per RFP
82	Price Schedule	ANNEXURE – 12: PRICE SCHEDULE – Page 75-76	Price Schedule for Upgrade of MSME Global Mart Portal – II - % age of the expected Revenue(Y)	We understand that the % quoted at column Y will be the percentage of revenue to be provided to bidder have to be quoted, request to please clarify.	-	Yes

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
83	Price Schedule	ANNEXURE – 12: PRICE SCHEDULE Page No. 75	%age of the expected Revenue (Bidders are expected to quote the amount against the %age of the expected revenue quoted ta Y)	We believe that fixed mode development and helpdesk support would be more suitable than a percentage-based approach. We request you consider fixed price mode	-	As per RFP
84	Revenue sharing	46 (Clause no.7b of NSIC RFP)	Payment Terms: Discovery & Matchmaking Platform: Revenue shall be shared every quarter, based on the % age quoted in price bid over & above Rs. 6 cr. Earnings.	We respectfully request your good office that the existing revenue generated from the portal also be brought under the revenue-sharing arrangement. This approach will ensure an equitable sharing of both current and future earnings, acknowledging the bidder's role and responsibilities from the very beginning of the project.	Payment Terms: The entire revenue generated from this platform shall be shared on a monthly basis, in accordance with the percentage (%) quoted by the successful bidder in the price bid.	As per RFP
85	Revenue sharing	Page no. 43 clause no. 5a	Existing revenue stream: The current revenue on an average during the last 3 years is Rs. 5 cr. Further, under normal parlance revenue shall be achieved to the extent of Rs. 6 cr. Per annum which is non-sharable with the successful bidder. Revenue generated over and above the existing achievable revenue of Rs. 6 cr. Per annum from the existing revenue stream will be shared.	As the project is developmental/upgradation in nature and operates on a revenue-sharing model, it would be challenging to distinctly segregate the revenue generated from existing and upgraded version. In light of this, we kindly request the department to rephrase the relevant clause and consider initiating the profit-sharing arrangement from the point of takeover of the portal, with revenue considered from zero. This will ensure clarity and fairness in implementation for all stakeholders	Existing Revenue Stream: The existing revenue stream is expected to generate approximately Rs. 6 crore per annum, which shall be subject to sharing with the successful bidder. Additionally, any revenue generated over and above this benchmark of Rs. 6 crore per annum from the existing sources will also be eligible for revenue sharing as per the terms outlined in the tender.	As per RFP
86	Revenue sharing	Page no. 46 clause no.7b	Payment Terms: Discovery & Matchmaking Platform: Revenue shall be shared every quarter, based on the % age quoted in price bid over & above Rs. 6 cr. Earnings.	As the successful bidder will be responsible for the entire project from its inception, it is requested that the existing revenue generated from the portal also be included in the revenue-sharing arrangement. This ensures a fair distribution of both current and future revenue streams, reflecting the bidder's contribution from the outset	Payment Terms: Discovery & Matchmaking Platform: Entire Revenue shall be shared every month, based on the %age quoted in price bid.	As per RFP
87	Revenue sharing	Page 46 > Payment Terms	Currently TEAM scheme is valid upto March, 2027 and it may discontinue or get extended	As mentioned the team scheme is till March 27, so what happens to revenue sharing post this if the scheme discontinues?	-	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
88	Revenue sharing	-	-	-	Please give further details about the revenue plan as the yearly expenses/investment of the vendor seems to be around the current yearly revenue	Expected Revenue for 3 years (upto FY 2027)The below mentioned is the proposed revenue expected during the next 3 yearsa) Additional Revenue from MSME Global Mart membership services (Discovery & Matchmaking Platform) and Value-Added Services over and above existing Rs. 6 cr. – Rs. 3.64 Cr.b) For implementation of TEAM Initiative componets such as: AI Cataloguing & Digital marketing components of TEAM Scheme – Rs. 18.16 Cr. (Please refer the TEAM SOP, link given in 4.1 of RFP)c) Revenue as SNP under TEAM Initiative: Transactional portal (B2B & B2C transactional e-Commerce Portal including SNP) – Rs. 43.65 Cr. (Please refer the TEAM SOP and guidelines, link given in 4.1 of RFP)d) Any transaction fee charged for B2B & B2C transactional portal e) Any other new revenue stream from the portal Total Revenue (a + b + c) – Rs. 65.00 Cr. (including GST)

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
89	Revenue sharing	-	-	-	Requesting clarity on the revenue generation model. The projected vendor investments and recurring expenses appear to be comparable to the expected annual revenue.	Expected Revenue for 3 years (upto FY 2027)The below mentioned is the proposed revenue expected during the next 3 yearsa) Additional Revenue from MSME Global Mart membership services (Discovery & Matchmaking Platform) and Value-Added Services over and above existing Rs. 6 cr. – Rs. 3.64 Cr.b) For implementation of TEAM Initiative componets such as: AI Cataloguing & Digital marketing components of TEAM Scheme – Rs. 18.16 Cr. (Please refer the TEAM SOP, link given in 4.1 of RFP)c) Revenue as SNP under TEAM Initiative: Transactional portal (B2B & B2C transactional e-Commerce Portal including SNP) – Rs. 43.65 Cr. (Please refer the TEAM SOP and guidelines, link given in 4.1 of RFP)d) Any transaction fee charged for B2B & B2C transactional portal e) Any other new revenue stream from the portal Total Revenue (a + b + c) – Rs. 65.00 Cr. (including GST)

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
90	Revenue sharing	-	-	-	We recommend defining a base percentage for revenue sharing. This would ensure fair and objective evaluation based on technical merit, minimizing discrepancies in revenue sharing proposals.	As per RFP
91	Revenue sharing	-	-	-	We suggest revising the RFP to allow direct revenue disbursement from the TEAM Initiative to the selected vendor. This would streamline the process and avoid complex profit-sharing mechanisms for this specific revenue stream.	As per RFP
92	Scope of Work	21 of 84 clause no. 4 "Scope of Work"	Key components of TEAM Initiative and required functions	The department is requested to kindly clarify whether the TEAM Initiative and MSME Global Mart be delivered as a single platform for both web and mobile, or will they be standalone systems?	-	As per RFP
93	Scope of Work	21 of 84 clause no. 4 "Scope of Work"	Key components of TEAM Initiative and required functions	Is there any existing portal for TEAM Initiative, similar to MSME Global Mart? This would help us to understand the process flow more in detail	-	TEAM Initiative portal can be browsed by the url <a href="https://team.msme.gov.in/">https://team.msme.gov.in/</a>
94	Scope of Work	29 of 84 clause no. 4.2 "Scope of Work"	Up-grading & managing digital commerce of MSME Global Mart	As we are aware that there is a current and existing MSME Global Mart portal already available and in operation. Hence the department is requested to kindly clarify that Does the scope of the successful Bidder involves developing a new version of the existing MSME Global Mart from scratch, or is it limited to the proposed upgrades?	-	RFP is clear
95	Scope of Work	32 of 84 clause no. 4.2B "Scope of Work"	B2B & B2C transactional e-Commerce Portal	As mentioned in the "B2B & B2C transactional e-Commerce Portal" section, how is the successful bidder expected to address logistics support,	-	RFP is clear

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
				training, and capacity building for customers? Please clarify		
96	Scope of Work	32 of 84 clause no. 4.2B "Scope of Work"	B2B & B2C transactional e-Commerce Portal	What is the scope regarding shipping and delivery for B2B and B2C transactions, including international trade? Please clarify	-	RFP is clear
97	Scope of Work	Clause 4.2.2 (xxvi), Pg no. 40	Integration with Government Portals/Schemes MSME Global Mart will be able to integrate with Udyam, GSTN and other portals for verification of MSMEs MSME Global Mart will be able to integrate with financial products/solutions being used in other government schemes	We assume that the NSIC will provide the necessary APIs for integration with any Government Portals/Schemes .	-	NSIC shall facilitate the successful bidder in getting the APIs, the cost if any shall be borne by the successful bidder
98	Scope of Work	Clause 4.2.2 (xi), Pg no. 38	Provision for online transactions MSME Global Mart 2.0, through the Seller Apps, will provide transactional functionality for B2C and B2B e-commerce and be amenable for integration with common transactional systems used by MSMEs.	Here we assume that NSIC will provide APIs for integration with common transactional systems and we need to integrate it only. Please confirm if our understanding is correct.	-	NSIC shall facilitate the successful bidder in getting the APIs, the cost if any shall be borne by the successful bidder
99	Scope of Work	Clause 4.2.2 (vii), Pg no. 38	Integration with External Systems ERP Integration: Connect with existing ERP systems to sync financials, inventory, and customer data, ensuring consistency across platforms. Logistics and Shipping Integration: Integrate with logistics partners to provide real time tracking of shipments and delivery updates to customers.	We assume that the NSIC will provide the necessary APIs for integration with any External systems.	-	NSIC shall facilitate the successful bidder in getting the APIs, the cost if any shall be borne by the successful bidder
100	Scope of Work	Clause 4.2.2 (iii), Pg no. 37	Communication and Collaboration Multichannel Communication: Integrate email, SMS, chat, and social media interactions within the CRM to provide a seamless communication experience. This allows for real-time engagement with customers across multiple platforms	Here we assume that the NSIC will provide all the APIs for integration with email, SMS, chat and social media.	-	NSIC shall facilitate the successful bidder in getting the APIs, the cost if any shall be borne by the successful bidder

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
101	Scope of Work	Clause 4.2.1 (ix), Pg no. 36	Data Migration Prepare and execute Data Migration plan from existing modules Support data transfer to old system	Please provide details on the database technology stack and specify the size of the data (in GBs) that needs to be migrated from the existing platform to the newly developed one	-	The database is hosted in Microsoft SQL Server, application is built in PHP with codeigniter framework. The current size of database is 20GB
102	Scope of Work	4.1 Implementation of TEAM Initiative Page 22 of 84 I. Product cataloguing	x. Must allow the user to upload images as a set and name the set as per user input,	Should the app support offline mode/data caching?	-	Yes
103	Scope of Work	4.1 Implementation of TEAM Initiative Page 22 of 84 I. Product cataloguing	iii. Must recommend to users' appropriate prompts to use for AI generated backgrounds for their product images,	Are there any datasets provided or accessible from NSIC for training/fine-tuning image recognition models?	-	No
104	Scope of Work	4.1 Implementation of TEAM Initiative Page 23 of 84 I. Product cataloguing	xix. Must provide auto-generated SEO optimized product titles and descriptions based on images intelligence and entered product attributes. App must show instant translations in popular Indic languages for user to correct and add any information. These changes must reflect in the English entries,	Should the translations be context-aware (industry/product-specific) or generic? And Will a translation memory or glossary be provided by NSIC to ensure consistency?	-	As per RFP
105	Scope of Work	4.1 Implementation of TEAM Initiative Page 23 of 84 I. Product cataloguing	xxi. Must allow the user to download complete catalogue in CSV format as chosen by user as well as direct API integrations to MSMEart's platforms. Integrations with other storefront and marketplaces like WooCommerce Shopify, Amazon, Flipkart, etc. is desirable	Who shall be providing API's for the integration of same?	-	It will be the successful bidder responsibility
106	Scope of Work	4.1 Implementation of TEAM Initiative Page 23 of 84 I. Product cataloguing	xxiii. Must allow the user to save a shoot and continue at a later time	Should the app support offline mode/data caching?	-	Yes

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
107	Scope of Work	4.1 Implementation of TEAM Initiative Page 23 of 84 I. Product cataloguing	xxiv. Must allow the user to log in using a mobile number, email address, google login, and Apple login,	1. Will the NSIC be providing the SMS and Email gateways, or is the vendor expected to arrange these also who will bear the SMS Charges? 2. Could you provide tentative annual requirements for SMS and Email counts for communication through the portal?	-	1. It will be the successful bidder responsibility 2. Will depend on the business
108	Scope of Work	4.1 Implementation of TEAM Initiative Page 23 of 84 I. Product cataloguing	xxviii. Must allow users to browse FAQs and Video guides on app workflows and best practices in English and popular Indic languages	As per our understanding the word mentioned as "popular Indic languages" means Hindi as the RFP is from Indian subcontinent, the most popular Indic language is Hindi, Is our understanding correct ?	-	Popular Indic languages including Hindi
109	Scope of Work	4.2 Up-grading & managing digital commerce of MSME Global Mart Page 36 of 84 4.2.1 For Upgrading MSME Global Mart the bidder shall carry out the following	ix. Data Migration	What is the expected size of the legacy data that needs to be migrated and Should the bidder needs to handle data cleansing, ETL (Extract, Transform, Load) processes, or any other preparatory steps in the scope of data Migration.	-	20 GBs as on date
110	Scope of Work	4.1 Implementation of TEAM Initiative Page 27 of 84 iv. Key features of the proposed Call Centre:	<ul style="list-style-type: none"> <li>All Inbound calling will be received on a number provided by NSIC and in no case wait time of the caller will be more than 45 sec.</li> </ul>	Will NSIC provide the toll-free number/short code or should the bidder arrange it?	-	NSIC shall provide the toll-free number/ short code, however the cost shall be borne by the bidder
111	Scope of Work	4.1 Implementation of TEAM Initiative Page 29 of 84 vi. Storage and retrieval	All calls made be voice logged i.e. all calls will be recorded by the Call Centre and the audio files will be stored & maintained for future reference for atleast 60 days. All voice logs transferred to NSIC are to be purged on a monthly basis based on instructions from NSIC	Are call recording and data storage costs to be borne by the bidder?	-	All call recording and data storage costs to be borne by the bidder

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
112	Scope of Work	8.2. Annual Technical Support (ATS) Page 48 of 84	• Training: Training to NSIC on how to use and maintain the system.	Is training for MSMEs to be conducted online, offline, or hybrid and How many training sessions are expected per year?	-	Best possible ways
113	Scope of Work	8.4. Other Responsibilities of Service Provider Page 49 of 84	2. The bidder will make the security audit as per CERT-IN guidelines of the Up-graded MSME Global Mart Portal before hosting them and ensure that all the vulnerabilities are addressed to before hosting on the live environment with safe to host certificate from CERTIN Empaneled agencies at its own cost and will submit the same to NSIC.	What will be the frequency of security audit ?	-	As and when the change is made in the portal, before making the same live
114	Scope of Work	-	General Queries	Will NSIC provide content (text, images, videos) or should the bidder develop it?	-	Successful bidder shall develop
115	Scope of Work	-	General Queries	Is there any requirement of the SSL, Domain, Firewall ?	-	Yes
116	Scope of Work	4.1 Implementation of TEAM Initiative	The Successful Bidder/ Agency shall provide Handholding system (call centre, help desk and other digital system) for implementation of the TEAM Scheme Initiative as per the procedures and Guidelines ( <a href="https://team.msmemart.com/themes/msme/scheme/images/pdf/Approved-msme_team-guidelines.pdf">https://team.msmemart.com/themes/msme/scheme/images/pdf/Approved-msme_team-guidelines.pdf</a> ) of TEAM Scheme initiative.	Please let us know the handholding system operational timings to be 24x7 mode or supporting India business hours - 9 AM - IST TO 5 PM - IST	-	As per RFP
117	Scope of Work	4.1 Implementation of TEAM Initiative	Demand Generation	With the objective to increase demand, digital marketing campaign is required to be in place, any specific guidelines to be followed	-	As per the TEAM Initiative
118	Scope of Work	4.1 Implementation of TEAM Initiative	AI Cataloguing	The details talks about Mobile App. The TEAMS Portal also have Mobile App or it is responsive design used on the App browsers. Please provide details	-	AI cataloguing feature have to be provided through mobile app

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
119	Scope of Work	4.1 Implementation of TEAM Initiative	AI Cataloguing	As the Service provider, do we need to develop Mobile App or it is already in existence , Please confirm and if already available, provide details	-	AI cataloguing feature have to be provided through mobile app
120	Scope of Work	4.1 Implementation of TEAM Initiative	AI Cataloguing	In the context of AI Catalogue feature to be used, we are presuming that, required license cost and usage cost will be borne by the NSIC and user respectively, Please confirm	-	The cost shall be borne by the successful bidder
121	Scope of Work	4.1 Implementation of TEAM Initiative	Web application for product cataloguing	We are presuming that, the features described in the RFP, are not functional and to be included as part of the portal, Please confirm	-	The features to be included in the portal and mobile app
122	Scope of Work	4.1 Implementation of TEAM Initiative	Helpdesk	We are presuming that, the existing service provider of the TEAMS Portal who developed it, will provide detailed functional overview of the portal enabling Help desk Team to function efficiently	-	KT shall be given to the successful bidder w.r.t. TEAM Initiative in order to effectively operate helpdesk
123	Scope of Work	4.2 Upgrading & managing digital commerce of MSME Global Mart	Page 30 of 84 - states - The existing portal www.msmemart.com will be upgraded mobile compatible by porting the existing functionalities using the latest technology, feature & service as per the best in the industry.	The portal referred need to be made responsive as well as Mobile App driven or only responsive. This work package to be on fixed price or T&M mode. Please clarify	-	The portal shall be made responsive and a mobile app shall also be required for the same. This shall be on T&M mode
124	Scope of Work	A.Discovery & Matchmaking Platform	International Trade & Export - learning modules	The LMS Modules referred - Any specific guidelines to be followed or Service provider can follow as per industry best practice, Please specific	-	As per industry best practice

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
125	Scope of Work	D. Mobile App	It is envisaged to have a Mobile App which covers all the above features (A, B & C) of the portal for IOS and Android with its availability on all the major play stores e.g. Apple store, Google Play store, Samsung, Umang, Mobile Sewa App Store of C-DAC etc. It will be the responsibility of the successful bidder to promote (organic & in-organic) the mobile app for maximum download with atleast 4.5-star rating.	Any specific technology preference of Mobile App or service provider to decide and implement? Also entire portal functionality to be on the App or only user interactive features meaning Admin functionality remains on the Portal, Please clarify	-	Service provider to suggest the best solution in consultation with NSIC
126	Scope of Work	6.TIMELINES	The details provided outlines different work packages to be delivered for NSIC - MSME Global Mart	Can Service provider only for Helpdesk Management work package and opt out for another ones, Please clarify	-	As per RFP
127	Scope of Work	Product cataloguing xvii	Must allow the user to readapt image with different guidelines, if needed by the user, free of cost,		-	As per RFP
128	Scope of Work	Page 28 > v	Other monthly MIS, SLA reports, number of FTEs logged in FTE wise, language wise, etc.	Are there any predefined templates/formats NSIC expects for MIS/SLA reports?	-	No
129	Scope of Work	Page 21	b) AI Cataloguing The service provider will provide AI based Cataloguing services for the TEAM Initiative	can you confirm if the AI based cataloguing system should be built from scratch, or are we allowed to integrate existing AI tools to support features like product image generation and guided photoshoots?	-	As per RFP
130	Scope of Work	Page 21>4>a	The successful bidder will have to develop and implement a comprehensive marketing and campaigning strategy covering 360 digital, print, social media and buyer network participants of the ONDC to create awareness among consumers about the products and service being made available through MSME Global Mart leading to the increase in no. of beneficiaries and revenue as per the business plan.	Required more details about 360 Degree marketing campaign	-	Marketing on social media, google adwords, newspapers, print, electronics and all other channels etc.

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
131	Scope of Work	Page 31>A>II	The RFP mentions the use of AI/ML to improve matchmaking and product discovery on MSME Mart	The RFP mentions the use of AI/ML to improve matchmaking and product discovery on MSME Mart . Could you provide examples of the expected use cases or metrics for success (e.g., search relevancy, buyersupplier engagement rates)?	-	As per industry best practise
132	Scope of Work			We need more information about implementation of AI with this recommendation system and match making process.	-	As per industry best practise
133	Scope of Work	Page 30 >A>II	Strengthen matchmaking services to connect MSMEs with potential Buyers through Trade leads, Enquiry, RFQ through SEO, SMM through AI driven recommendations and real-time chat functionalities etc.	Regarding the Responsible AI guidelines (page 25), are there any specific compliance frameworks (e.g., DPDP, GDPR-like provisions) or audit requirements we need to follow during development and deployment?"	-	Yes
134	Scope of Work	Page 30 >A>I	An AI based content creation and catalogue platform powered by state of art technologies for digital transformation of content within the unified platform, utilized for displaying, soliciting and selling products to ensure MSMEs receive reliable and accurate content regarding their products. MSMEs shall be able to utilize this digital content, so created for selling across other platforms as well.	content creation (videos, social media graphics), is part of scope or is that handled separately?	-	Part of the scope
135	Scope of Work	Page 31>iii	Digital representation: A virtual state pavilion will act as a dedicated section or microsite within the larger B2B portal, showcasing businesses and products from a specific state and highlighting their core competencies with promotion of products unique to each district (ODOP) & GI tagging.	Will each state pavilion have its own separate microsite within the larger platform, or will it be a section within the main portal?	-	As per RFP, Service provider to suggest the best solution in consultation with NSIC

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
136	Scope of Work	Page 11>3>xii	Development and maintenance of Team Scheme Portal and Helpdesk support and % age for Up-gradation of MSME Global Mart by strengthening existing features and becoming a transactional portal including as an ONDC SNP + Mobile App	Will the transactional portal have multicurrency and multipayment gateway support for international transactions?	-	Yes
137	Scope of Work	Page 33 - >C>vi	Digital Literacy Programs: Provide access to online training courses through online repository of guides, webinar and workshops to cover various aspects of digital business operations enhance digital skills, covering topics such as e-commerce, digital marketing, and data security	Resources and Support, Digital Literacy Programs: The courses and workshops will be only videos or live sessions as well? The features for creating and uploading courses also required?	-	As per RFP, Service provider to suggest the best solution in consultation with NSIC
138	Scope of Work	Page 34>v	Job Portal for Trainees and MSMEs	Job portal will have only job listing and ability apply, or it should also have ability to create and upload resume and application tracking facility as well?	-	All the features of a job portal
139	Scope of Work	Page 47	How many security audits to be considering during the contract?	for: security audit as per CERT-IN guidelines,	-	As per CERT-IN guidelines
140	Scope of Work	Page 54	Termination due to External factors & Termination for convenience	We request to remove this clause as its revenue sharing	-	As per RFP
141	Scope of Work	Page 39	Report and Analytics	Can you please share the reports or KPI that are required	-	As per RFP
142	Scope of Work	21, 4.1, TEAM Initiative – AI Cataloguing	-	Is there any preferred AI cataloguing platform or tech stack recommended by NSIC?	Kindly clarify whether NSIC has any existing partnerships.	As per scope mentioned in the RFP
143	Scope of Work	21, 4.1, TEAM Initiative – AI Cataloguing	-	Will NSIC provide sample product datasets for AI cataloguing testing and validation?	Please confirm availability of training data.	As per RFP
144	Scope of Work	24, 4.1, Mobile App	-	Is native app development (Android/iOS) mandatory or can hybrid frameworks (e.g., Flutter/React Native) be used?	Allow hybrid app development for cost efficiency, and suggest preferred language	Hybrid framework can be used

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
145	Scope of Work	21, 4.1, Multi-Language Content	-	Which Indic languages are mandatory in the first phase?	Please provide a list of languages to be supported initially.	As per RFP
146	Scope of Work	25, 4.1, Call Center	-	Is a physical call center setup mandatory in Delhi/NCR or can a cloud-based/remote solution be proposed?	Request acceptance of cloud-based setup.	Cloud based
147	Scope of Work	4.1, Chatbot Operations	-	Will the chatbot operations be AI-based or human-assisted? Please clarify the expectation.	Clarify if chatbot is to be AI-driven or manually operated.	As per RFP
148	Scope of Work	4.1, Call Center Setup	-	Who is responsible for setting up the call center infrastructure — NSIC or the selected vendor?	Request clarification on infra provisioning responsibility.	Successful bidder
149	Scope of Work	4.1, Staffing Requirements	-	Will all future call center resources need to be on the payroll at the time of bid submission, or is hiring post-award acceptable?	Request flexibility to hire call center staff post-award.	As per RFP
150	Scope of Work	52, 9.2, Intellectual Property Rights	-	Who will retain ownership of AI-generated product catalogs — NSIC, bidder, or MSMEs?	Please clarify IP ownership of generated content.	NSIC/ MSME
151	Scope of Work	29, 4.2, Hosting	-	Is there a mandated cloud provider (e.g., NIC cloud) or can bidder propose commercial providers (AWS/Azure)?	Please confirm hosting infrastructure preference.	As per Govt. of India guidelines
152	Scope of Work	49	The bidder will make the security audit as per CERT-IN guidelines of the Up-graded MSME Global Mart Portal before hosting them and ensure that all the vulnerabilities are addressed to before hosting on the live environment with safe to host certificate from CERT-IN Empaneled agencies at its own cost and will submit the same to NSIC.	The bidder will have to provision the security audit at their own cost or will it be reimbursed by the NSIC at later stage? Please clarify.	-	Cost for security audit shall be borne by the successful bidder
153	Scope of Work	50	Bidder would periodically upload the success stories in the scheme portal for promotional activities.	The data for these success stories would be provisioned by NSIC?	-	It shall be the responsibility of the successful bidder.

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
154	Scope of Work	50	It will be the responsibility of successful bidder to mention the best rating & reviews of MSME Global Mart on mobile app stores & on all other social media platforms including timely grievance management.	Please clarify that Bidder should perform all such activities in consultation with the NSIC	-	As per policy
155	Scope of Work	51	Will ensure multi lingual content management of the website, IEC material including promotional collateral (audio, video, infographic & textual),	What is meant by the term multi-lingual here? What all languages should be used, please clarify.	-	Popular Indic languages including English
156	Scope of Work	51	Any loss to NSIC due to malfunction of the software shall be recoverable from the Successful Bidder along with damages if any.	please clarify if the malfunctioning of the software is due to external reasons, which may not be attributable to Bidder's scope then who would be responsible for such recovery.	-	As per RFP
157	Scope of Work	57	<ul style="list-style-type: none"> <li>Number of Projects is equal or more than 1 upto 5: 11 Marks</li> <li>Number of Projects is more than 5 upto 10: 13 Marks</li> <li>Number of Projects more than 10: 15 Marks.</li> </ul>	-	Request you to please amend the clause as: <ul style="list-style-type: none"> <li>Number of Projects is equal or more than 1 upto 5: 11 Marks</li> <li>Number of Projects is more than 5 upto 8: 13 Marks</li> <li>Number of Projects more than 8: 15 Marks.</li> </ul>	As per RFP
158	Source code	Existing System Clarification	Without access, it may not be feasible to build enhancements or maintain continuity in UI/UX, logic, and performance.	Is the source code and development environment of the existing Mart accessible to the new vendor?	-	The details will be shared with successful bidder
159	Source code	-	General Queries	Who owns the existing source code and database of MSME Global Mart?	-	NSIC
160	Source code	-	-	Will NSIC provide current architecture & DB schema of MSME Global Mart?	-	The details will be shared with successful bidder

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
161	Technical Evaluation	10.3 Technical Evaluation Page 57 of 84 5. Past experience from similar works*	The Sole Bidder or Lead Member and /or consortium members jointly (in case of Consortium) should have executed projects for any Central/State Government/ Govt. undertakings/ UT's/ Autonomous Bodies/Reputed Organisation in India during the current financial year and last 5 financial years (i.e., 2019-20 to 2023-24) as per following: <ul style="list-style-type: none"> <li>• For Cumulative Projects worth more than or equal to Rs. 13 Crores to Rs. 25 Crore (Inclusive of GST) – 20 Marks</li> <li>• For Cumulative Projects worth more than Rs. 26 Crore to Rs. 50 Crore (inclusive of GST) – 22 Marks.</li> <li>• For Cumulative Projects worth more than Rs. 50 Crore (Inclusive of GST) – 25 Marks. Mandatory documentary evidence to be Submitted Documentary evidence such as Work Order / LOI/ PO/ Agreement/ Completion certificate/ Contract copy/ satisfactory services/supply etc. for completed project. As per format enclosed at Annexure – 10</li> </ul>	Kindly Amend the Clause as Below The Sole Bidder or Lead Member and /or consortium members jointly (in case of Consortium) should have executed projects for any Central/State Government/ Govt. undertakings/ UT's/ Autonomous Bodies/Reputed Organisation in India during the current financial year and last 5 financial years (i.e., 2019-20 to 2023-24) as per following: <ul style="list-style-type: none"> <li>• For Cumulative Projects worth more than or equal to Rs. 13 Crores to Rs. 25 Crore (Inclusive of GST) – 20 Marks</li> <li>• For Cumulative Projects worth more than Rs. 26 Crore to Rs. 50 Crore (inclusive of GST) – 22 Marks.</li> <li>• For Cumulative Projects worth more than Rs. 50 Crore (Inclusive of GST) – 25 Marks. Mandatory documentary evidence to be Submitted Documentary evidence such as Work Order / LOI/ PO/ Agreement/Self phase completion/Completion certificate/ Contract copy/ satisfactory services/supply etc. for completed project. As per format enclosed at Annexure – 10</li> </ul>	-	As per RFP
162	Technical Evaluation	10.3 Technical Evaluation Page 57 of 84 5. Past experience from similar works*	<ul style="list-style-type: none"> <li>• Number of Projects is equal or more than 1 upto 5: 11 Marks</li> <li>• Number of Projects is more than 5 upto 10: 13 Marks</li> <li>• Number of Projects more than 10: 15 Marks. Mandatory documentary evidence to be Submitted Documentary evidence such as Work Order / LOI/ PO/ Agreement/ Completion certificate/ Contract copy/ satisfactory services/supply etc. for completed project. As per format enclosed at Annexure – 10</li> </ul>	Kindly Amend the Clause as Below <ul style="list-style-type: none"> <li>• Number of Projects is equal or more than 1 upto 5: 11 Marks</li> <li>• Number of Projects is more than 5 upto 10: 13 Marks</li> <li>• Number of Projects more than 10: 15 Marks. Mandatory documentary evidence to be Submitted Documentary evidence such as Work Order / LOI/ PO/ Agreement/Self phase completion Certificate /Completion certificate/ Contract copy/ satisfactory services/supply etc. for completed project. As per format enclosed at Annexure – 10</li> </ul>	-	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
163	Technical Evaluation	10.3 Technical Evaluation	* 'Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business.	Request you to please add Digital Marketing in the similar works clause	* 'Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business/ Digital/ Media Strategies	As per RFP
164	Technical Evaluation	10.3 Technical Evaluation A. Technical Bid Evaluation (T) Point No. 1 Pg No. 56	Average Annual Turnover (Revenue from Operations) for last Three Financial Years from IT related services in last three Financial Years. In case of consortium combined turnover of all the members will be considered. > Rs. 4.8 Cr. To Rs. 10 Cr.: 7 Marks > Rs. 10 Cr to Rs. 20 Cr.: 8 Marks > Rs. 20 Cr. To Rs. 50 Cr.: 9 Marks > Rs. 50 Cr.: 10 Marks	In reference to this clause, request to change the turnover criteria: > Rs. 5 Cr. To Rs. 10 Cr.: 7 Marks > Rs. 10 Cr to Rs. 20 Cr.: 8 Marks > Rs. 20 Cr. To Rs. 30 Cr.: 9 Marks > Rs. 30 Cr.: 10 Marks	-	As per RFP
165	Technical Evaluation	10.3 Technical Evaluation A. Technical Bid Evaluation (T) Point No. 2 Pg No. 56	The Bidder should have a positive Net Profit (Profit after Tax) in any 2 FY out of last 3 Financial Years i.e., 2020-21, 2021-22, 2022-23. Average Profit (PAT) of 3 years Profit in 01 year – 8 Marks Profit in 02 year – 9 Marks Profit in 03 year – 10 Marks	In reference to this clause, Request to consider the FY 2023-24 as well in last 3 financial years (i.e., 2021-22, 2022-23, 2023-24).	-	As per corrigendum 3

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
166	Technical Evaluation	10.3 Technical Evaluation A. Technical Bid Evaluation (T) Point No. 5 Pg No. 56	Past experience from similar works*The Sole Bidder or Lead Member and /or consortium members jointly (in case of Consortium) should have executed projects for any Central/State Government/ Govt. undertakings/ UT's/ Autonomous Bodies/Reputed Organisation in India during the current financial year and last 5 financial years (i.e., 2019-20 to 2023-24) as per following:• For Cumulative Projects worth more than or equal to Rs. 13 Crores to Rs. 25 Crore (Inclusive of GST) – 20 Marks• For Cumulative Projects worth more than Rs. 26 Crore to Rs. 50 Crore (inclusive of GST) – 22 Marks.• For Cumulative Projects worth more than Rs. 50 Crore (Inclusive of GST) – 25 Marks.'Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business	In reference to this clause, request to consider all IT Projects executed or ongoing from Central/State Government/ Govt. undertakings/ UT's/ Autonomous Bodies/Reputed Organisation/ private organization as well and consider the current financial year i.e. 2023-24 as well.	-	As per RFP
167	Technical Evaluation	10.3 Technical Evaluation A. Technical Bid Evaluation (T) Point No. 6 Pg No. 57	Past experience from similar works* • Number of Projects is equal or more than 1 upto 5: 11 Marks • Number of Projects is more than 5 upto 10: 13 Marks • Number of Projects more than 10: 15 Marks. 'Similar work' Implies IT projects for designing, developing, implementing and managing of software applications/ web portal/ e-Commerce business	In reference to this clause, request to consider IT Project experience from private banks and private organizations as well.	-	As per RFP

#	Query related to	RFP Clause no. / Sl. No. / Para no. & Page no.	Description as per RFP	Query	Suggestion by bidder	Response
168	Technical Evaluation	10.3 Technical Evaluation Past experience from similar works*Page No. 56	The Sole Bidder or Lead Member and /or consortium members jointly (in case of Consortium) should have executed projects for any Central/State Government/ Govt. undertakings/ UT's/ Autonomous Bodies/Reputed Organisation in India during the current financial year and last 5 financial years (i.e., 2019-20 to 2023-24) as per following:• For Cumulative Projects worth more than or equal to Rs. 13 Crores to Rs. 25 Crore (Inclusive of GST) – 20 Marks• For Cumulative Projects worth more than Rs. 26 Crore to Rs. 50 Crore (inclusive of GST) – 22 Marks.• For Cumulative Projects worth more than Rs. 50 Crore (Inclusive of GST) – 25 Marks.	Please consider our suggestion to specifying the number of projects when referring to the cumulative project worth.	-	As per RFP
169	Technical Evaluation	10.3 Technical Evaluation Past experience from similar works* Page No. 57	<ul style="list-style-type: none"> <li>• Number of Projects is equal or more than 1 upto 5: 11 Marks</li> <li>• Number of Projects is more than 5 upto 10: 13 Marks</li> <li>• Number of Projects more than 10: 15 Marks.</li> </ul>	We would like to request you please modify this clause as below: Executed projects for any Central/State Government/ Govt. undertakings/ UT's/ Autonomous Bodies <ul style="list-style-type: none"> <li>• Number of Projects is equal or more than 1 upto 5: 11 Marks</li> <li>• Number of Projects is more than 5 upto 10: 13 Marks</li> <li>• Number of Projects more than 10: 15 Marks.</li> </ul>	-	As per RFP

